

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL055-128	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/22/2023
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NAME OF PROVIDER OR SUPPLIER GAYLAIN'S HOUSE OF HOPE	STREET ADDRESS, CITY, STATE, ZIP CODE 322 MCBEE STREET LINCOLNTON, NC 28092
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on May 22, 2023. A deficiency was cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse Dependency.</p> <p>This facility is licensed for 8 and currently has a census of 8. The survey sample consisted of audits of 3 current clients.</p>	V 000	<p>The flooring in the house on both levels is in the process of being replaced. This home is owned by the local Church and work orders had been submitted prior to this review. The ceiling tiles have been properly cleaned, treated with a mold preventative and repainted.</p> <p>Quarterly Health and Safety Inspections will ensure upkeep of these new materials; the House Manager and Health and Safety Officer will continue to monitor for issues. Work orders will be submitted as needed.</p>	7/21/23
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interviews, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation of the facility on 5/19/23 at approximately 10:36 am revealed: -The wall-to-wall carpeting on the lower level of the facility had areas which no longer adhered to the floor. -Sections of the carpet in the living room were buckled and caused a ripple effect above the surface of the floor.</p>	V 736	<p style="text-align: center;">RECEIVED JUL 10 2023 DHSR-MH Licensure Sect</p>	

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

[Signature] Director of Quality Management

STATE FORM 6899 U18511 If continuation sheet 1 of 3

6/14/2023

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V 736	<p>Continued From page 1</p> <ul style="list-style-type: none"> -The carpet was secured to the floor with duct tape near the front door entrance. -There was a large, dark colored stain on the carpet in the dining room. -A bedroom on the second level of the facility had a burn mark in the carpet which was the shape of a clothes iron. -Numerous brown colored stains of various sizes on the ceiling tiles throughout the facility including: <ul style="list-style-type: none"> -6 stains on the living room ceiling above the television. -A large stain on the kitchen ceiling near the door that exits to the driveway, -7 stains on the lower level hallway ceiling near a client bedroom. -A brown stain on the ceiling above the couch in the den. -2 large stains above the client beds in one of the upper level bedrooms. -One of the two bathrooms on the upper level had a large stain, about 20 inches in diameter on the ceiling near the vent. <p>Interview with Client #2 on 5/22/23 revealed:</p> <ul style="list-style-type: none"> -Staff attempted to get the carpet replaced. -"We had a small water leak near the tv in the living room which got fixed. It's not leaking anymore but it's still stained and it's the same colored stains all over the house." <p>Interview with Client #4 on 5/22/23 revealed:</p> <ul style="list-style-type: none"> -"Not long ago the ceiling (at the facility) had some water dripping above the tv in the living room. The guys came out and fixed it right away. You can still see the stain from it though, and there are other spots in the house (facility) that look the same." <p>Interview with Staff #1 on 5/22/23 revealed:</p>	V 736		

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V 736	<p>Continued From page 2</p> <p>- "They've(licensee) been trying to get something done about the carpet for the past few months, but the church is on a budget and the cost of carpet replacement was higher than what the church would allow, but I do know they are trying...The ceiling stains are probably from older leaks, but there are no leaks currently. They (maintenance) fixed the leaks but just didn't replace the tiles."</p> <p>Interview with Staff #2 on 5/22/23 revealed: -The licensee rented the facility from a local church. -Staff reported the ceiling stains to management. -"The carpet is just old, and worn and it shows." -Management is trying to work with the church to have both the ceiling and carpet replaced.</p> <p>Interview with the Interim House Manager on 5/22/23 revealed: -The issues with the carpet and ceiling tiles had been brought to the attention of the House Manager. -The licensee does not own the facility. It is owned by a church. -A contractor quoted the price of replacing the carpet. -Replacing the carpet would be expensive.</p>	V 736		